/// QM Management ///

USER MANUAL

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7	16/06/2021	Commandant Charcot Updates

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Glossary

Terminology	Description

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1 INTRODUCTION

This chapter allows to recall the context and challenges of the project but also to expose the functional expectations of the system.

1.1 Purpose of document

This document contains the documentation for the functions available for the different types of users of the system. He describes the features and their modalities of implementation by users for each part of the solution implementation.

The purpose of the document is to describe and document the possible actions for users:

- The application on land
- Application on ships

It is for each of these bricks which are operations that must perform a user to achieve each action as it is possible to achieve according to its access rights.

1.2 Reminder of expectations

The Ponant wants to set up a management application for the medical questionnaires to its passengers. Currently, questionnaires are managed manually in paper format and the processes in place do not meet the requirements of confidentiality.

For boarding, passengers must complete a questionnaire. These questionnaires are consulted by the doctor on the ground or on board the ship which is to make a favorable opinion for the cruise.

The system will send questionnaires by mail to all passengers who booked a cruise. These questionnaires will be integrated into the system after the return of the passengers. A specific system should be put in place for groups of people.

The application should track records (validation, request for information, refusal, and reminders). For cruising, the physician must retrieve all of the information on the boat in order to render his opinion.

We have identified the following issues:

- Storage and security of personal health data access
- The availability of information on land and on ships
- Improving the process of validation of the questionnaires and revival of passengers between the various actors involved.

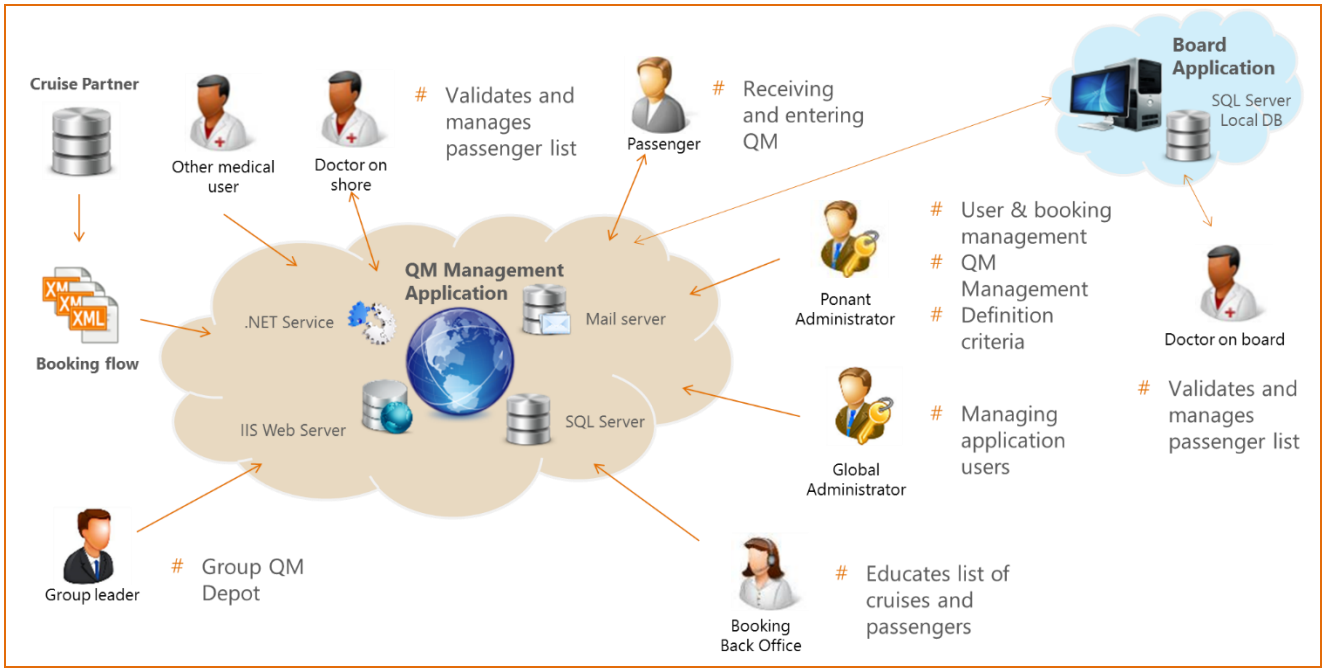
We have identified the following objectives:

- Maintain a high level of quality and security of healthcare data handle.

- Modernize the exchanges and communication between the different parties.
- A solution that is effective, efficient and sustainable
- Implement ergonomics applications facilitating the use and adaptation of the solution to the different functional constraints.

1.3 General operation

This diagram shows the various features by users profile and application components to be used in the implementation of the system.



Solution of the system target

The system is based on four main application bricks:

- Land application
  - Summary information on cruises and passengers
  - Screen allowing the Group Manager to file documents
  - Screen allowing the physician to follow passengers (access to documents, change of statutes...)
  - Users of the application management
  - Management of different models of medical questionnaires
  - Setting up the use of medical questionnaires compared to criteria cruises
- Application dashboard
  - Download of medical questionnaires
  - Update of medical advice
  - Synchronize the data with the Earth
- Automatic treatment
  - Integration of the booking (adding, editing, deleting) flow data
  - Medical survey custom clients

  - Automatic Association of the questionnaires returned by mail
  - Sending the two summary mails to ship's doctor
  - Sending of mails reminders
- Services updates
  - Download of medical questionnaires
  - Synchronize the data with the Earth

2 APPLICATION MANAGEMENT ON BOARD

This chapter documents all of the actions that can be achieved through the application of management on ships. The shares are only available for doctors to edge. It is installed on each workstation edge doctors. Each facility is therefore independent from the other in order to work locally but the data are synchronized with the Earth application.

2.1 General information about the application

2.1.1 Common features

- Within the application of edge there is a mechanism to record for each action performed the date, time, user connected as well as the action performed. Such recordings as well the case of potential errors as the actions successfully carried out for all of the actions described in this document. Below is an example of the elements that can be stored:

User	Date	Level	Type	Action	Booking	Detail
opetit	23/04/2017	Info	QM	Removal		Removal of the 'Maldives' QM (id: 12)
jlcambert	12/06/2017	Warning	User	Adding		Adding a user with an existing login.
opetit	23/04/2017	Error	Mail	Sending	123456	The email for booking 123456

2.1.2 Proposed user profile

The application is intended to be used only by physicians on board ships. There is no performance problem because each application is installed on the doctor. Profile version is unique because only accessible by the ship's doctor.

Storage of the user accounts is centralized on the Earth database which allows you to also manage accounts edge from Earth. However, this requires a connection to initialize the database, or reset the password (forgotten or expired password).

2.1.3 Proposed features

The application allows:

- Managing secure QM to validate
  - The download of the QM and medical in the application documents
  - Update and medical notice
  - The removal of QM treated

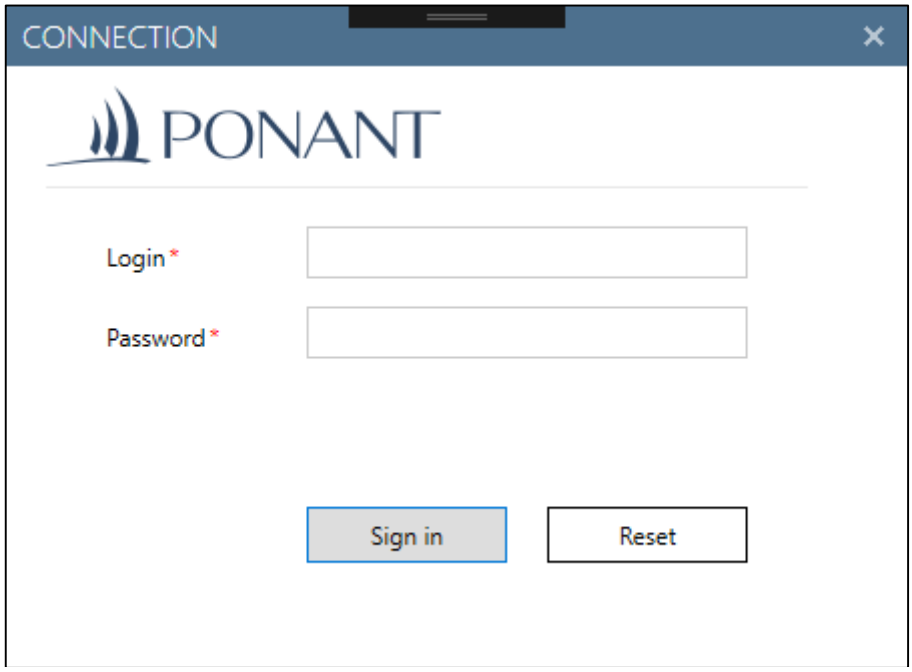
  - The management of the acquittals of sending and receiving data and documents sent and received
  - The posting of a document for a passenger
- The management of the QM and medical documentation before cruise
  - Download the medical documents of upcoming cruises
  - Access to documents depending on the cruise and passenger
  - Their update on the eve of the cruise if there is
  - Their deletion 1 day after the end of the cruise

2.2 Authentication and homepage

- This part is the entry point of the user in the application. Before you can perform actions, each user must identify himself via a login and a password.
- Once the user is authenticated, he will be redirected to its home page or if necessary to the password change page (in the case of a first connection).

2.2.1 A user login

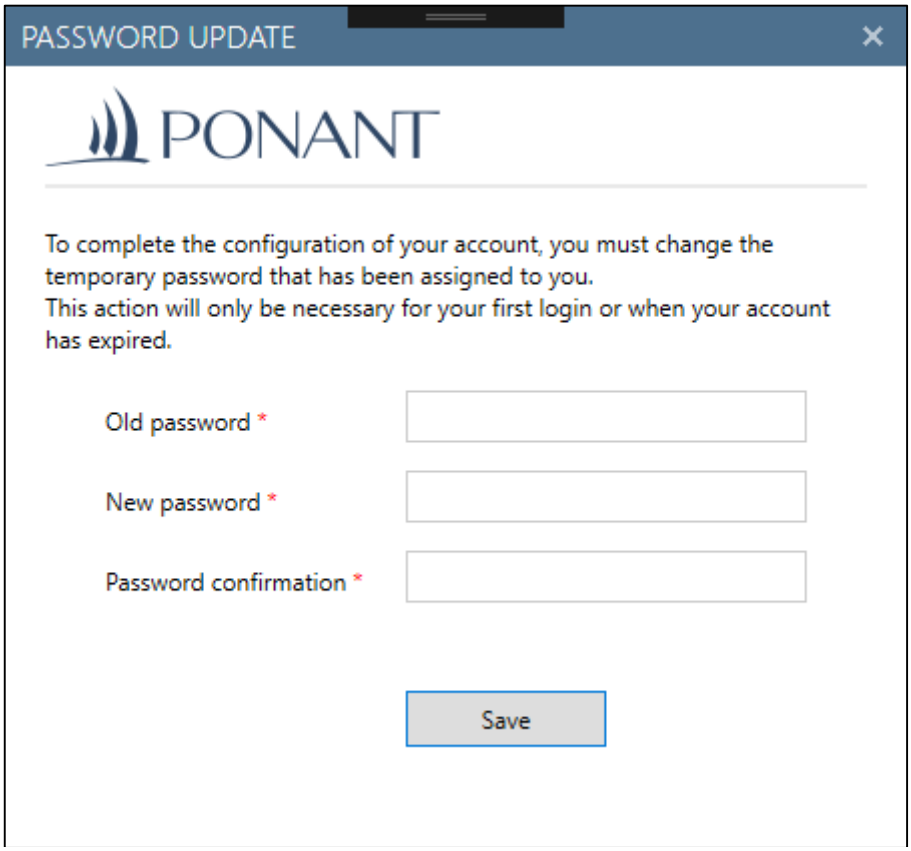
- This window is the first window of the application that will access the user. She allows him to make the first step to authenticate to the application in order to access the features that are available.
- He needs to check his ID and password in the corresponding fields can complete entry via the button "Sign In".
- Failure or malfunction, there is the possibility to reset his password by resetting the password of origin via the button "Reset". A confirmation window allows to validate the action and once it has been made a message informs the user. This action requires a connection.



- After 3 successive errors of the password, the user sees its access blocked for a duration of 15 minutes
- In case of seizure of unrecognized identifiers, a message will be displayed to the user.
- The password expires every 3 months. When there are more than a month of validity on the password, a message informs the user and ask him if he wants to change the password immediately. This action requires a connection. When the password has expired, the user is redirected to the password change form.

2.2.2 Change the password after login

- It is necessary, during its first connection to the application and after the expiry of his or her password, or reset the user proceeds to change his password.
- In cases where this mandatory step is necessary, the user is automatically redirected to this page just after completing the authentication of the application process.
- He must then fill in the first field of the current password and the two last fields in the same way the new password he chose.
- For a password to be considered valid by the application, it must meet the following criteria:
  - Be different from the current password
  - Have at least 8 characters
  - Have at least an uppercase letter, a lowercase letter and a number.
- Once these features are captured, simply to validate the change via the "Save" button.

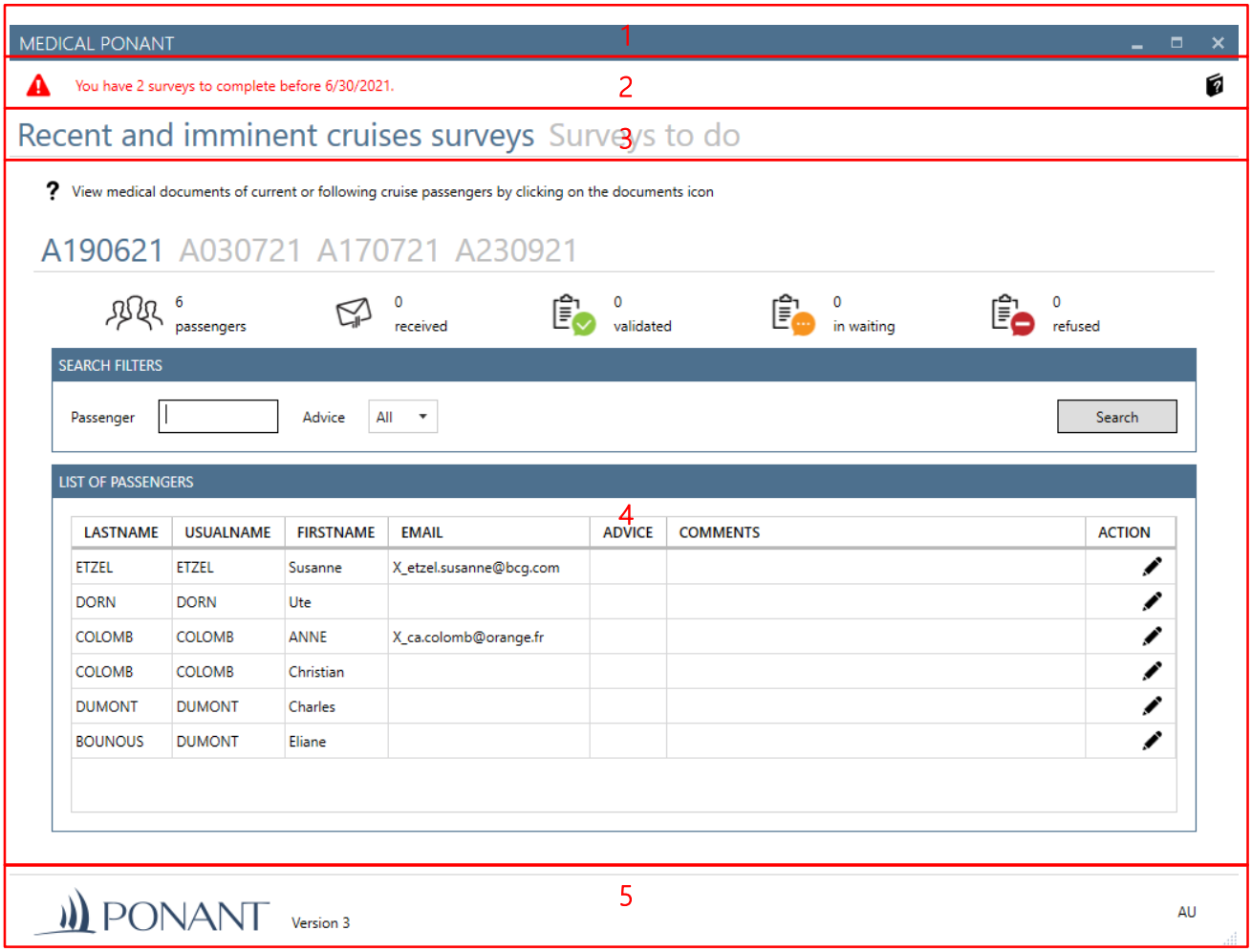


- In case of seizure or invalid password error, a message will be displayed to the user and it will not be able to continue.
- If the change is valid, the user is redirected to the application.
- This action requires a connection

2.2.3 Homepage

- This page is the Central page of the site from which the user will be able to access the different menus and the functions to which the profile gives access.
- It has the following Division:

1. Title bar
    - A button to reduce the window
    - A button to enlarge the window
    - A button to close the application (if treatment is underway, a message appears and the application will close at the end of this treatment)
2. Message
    - A message to indicate that cruises assigned to be processed
    - A link to view the manual of the application
3. Menu
    - Surveys of recent and upcoming cruises
    - The questionnaires to treat
    -
4. Page (fits the selected menu)
5. Footer
    - Logo
    - Symbol of background processing (this means that the application is communicating with Earth in order to retrieve or send data)
    - The user name of connected profile



2.3 See the questionnaires of the cruise

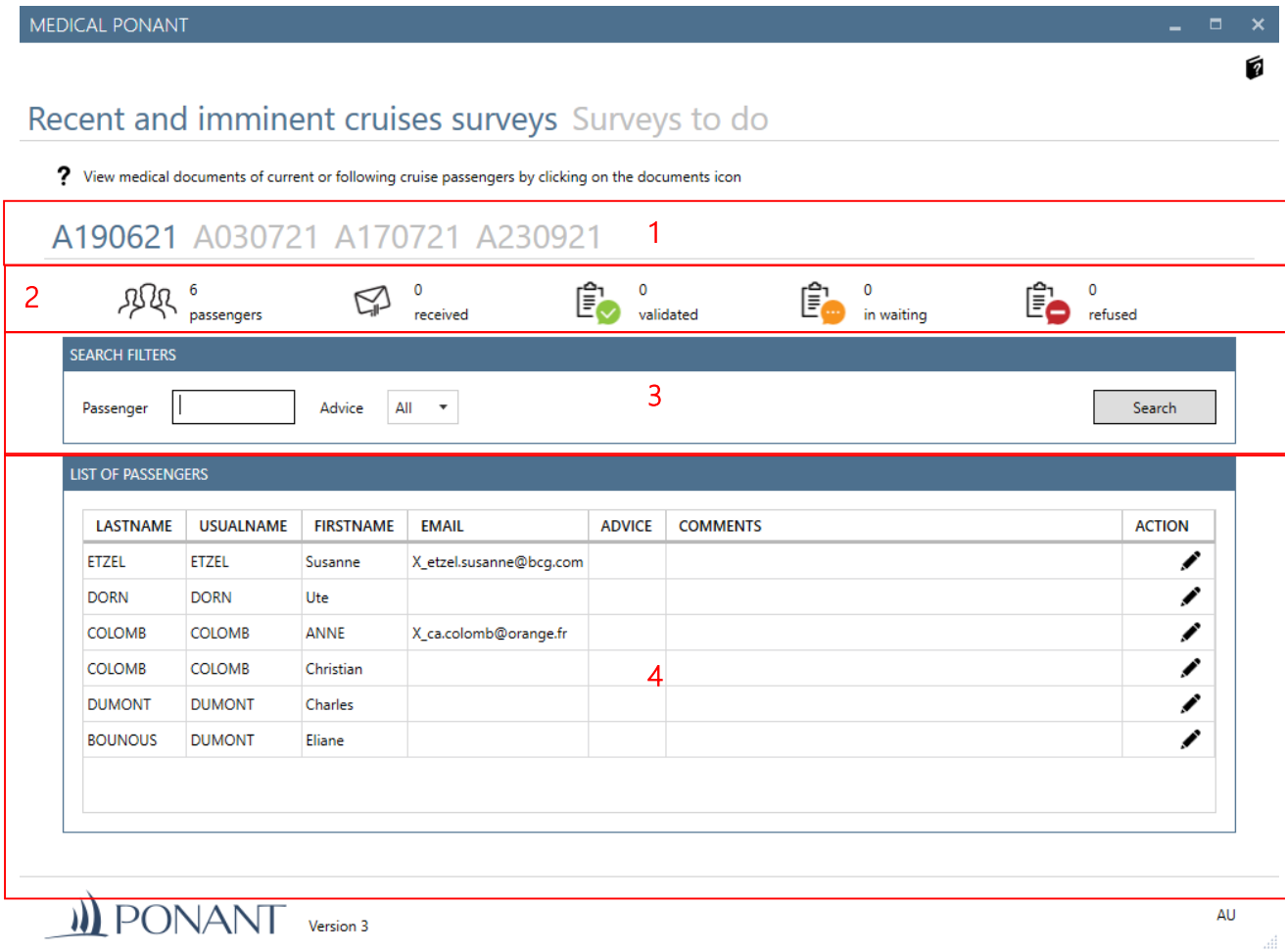
This section allows to consult the medical documents of the passengers of the cruise ship. This information is available in consultation to assist the ship's doctor in his mission. Only the current cruise as well as the following four are available (five in total).

The information is retrieved in the background at the start of the application once the user is logged on.

2.3.1 Select a cruise

To select a cruise, you must click on one of the cruises available in the submenu (zone 1). After the selection, a indicators area (area 2), a filter area (area 3) and the list of passengers (zone 4) appear.

Progress indicators display the following information: the number of passengers in the cruise, the number of received QM, the number of QM validated, the number of QM in waiting and the number of QM refused.


MEDICAL PONANT
Recent and imminent cruises surveys
Surveys to do
View medical documents of current or following cruise passengers by clicking on the documents icon
A190621 A030721 A170721 A230921
1
2
6 passengers
0 received
0 validated
0 in waiting
0 refused
SEARCH FILTERS
Passenger
Advice
All
3
Search
LIST OF PASSENGERS
LASTNAME USUALNAME FIRSTNAME EMAIL ADVICE COMMENTS ACTION
ETZEL ETZEL Susanne X_etzel.susanne@bcg.com
DORN DORN Ute
COLOMB COLOMB ANNE X_ca.colomb@orange.fr
COLOMB COLOMB Christian
4
DUMONT DUMONT Charles
BOUNOUS DUMONT Eliane
PONANT
Version 3
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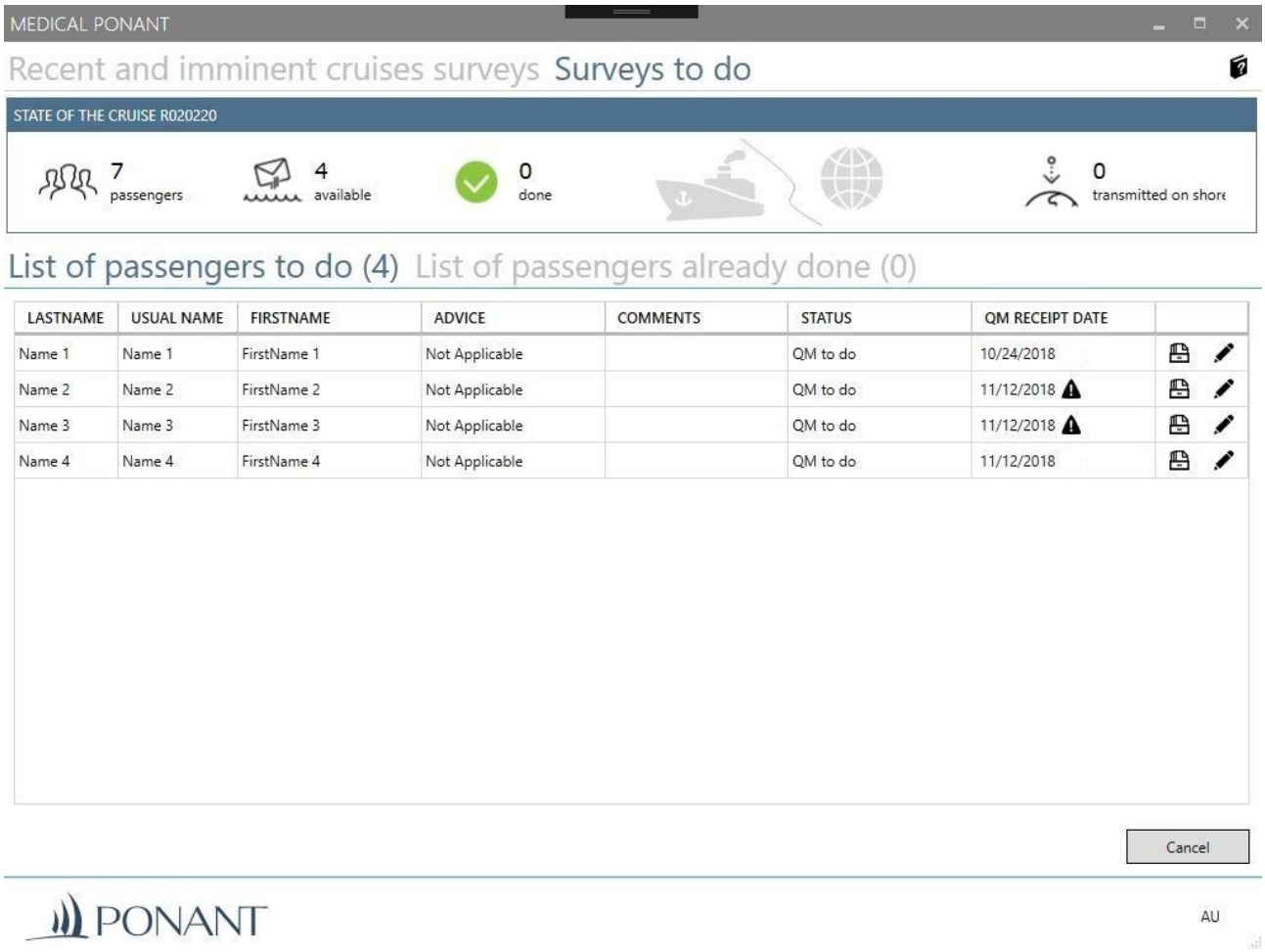


2.3.2 Consult the passengers

Passenger list in a table the following information: name, surname, notice that has been assigned and comments from the doctor. The last column contains buttons to perform actions on the current line.

All the columns except the action column is sortable alphabetically ascending (a click) or descending (two clicks) by clicking on the column header. A sort direction arrow appears next to the title of the column.

Columns can also be movable to allow the user to reposition them in the order they want. Beware, the new provision will not returned on the next launch of the application. It is only valid for the current session.

The passengers who haven't send their QM are also displayed in the application. The document logo isn't printed in this case.
For each passenger in the tab "Surveys to do", if the QM is dated more than 90 days, a logo is printed to inform the user that the QM is too old.

2.3.3 Filter the passengers

To reduce the list of the passengers posted, we can use the filters to search a passenger by name or surname or even to search passengers according to the notice that they have been assigned.

Of a passenger search by typing all or part of its name or surname in the "**Passenger**". There is no need to specify extra characters if the name or the first name entry is incomplete (ex: my sufficed to return passengers whose first name is MARC).

Of the passengers, according to their view, search by selecting the opinion sought from the dropdown list "**Advice**". Use the value "**All**" to search all reviews.

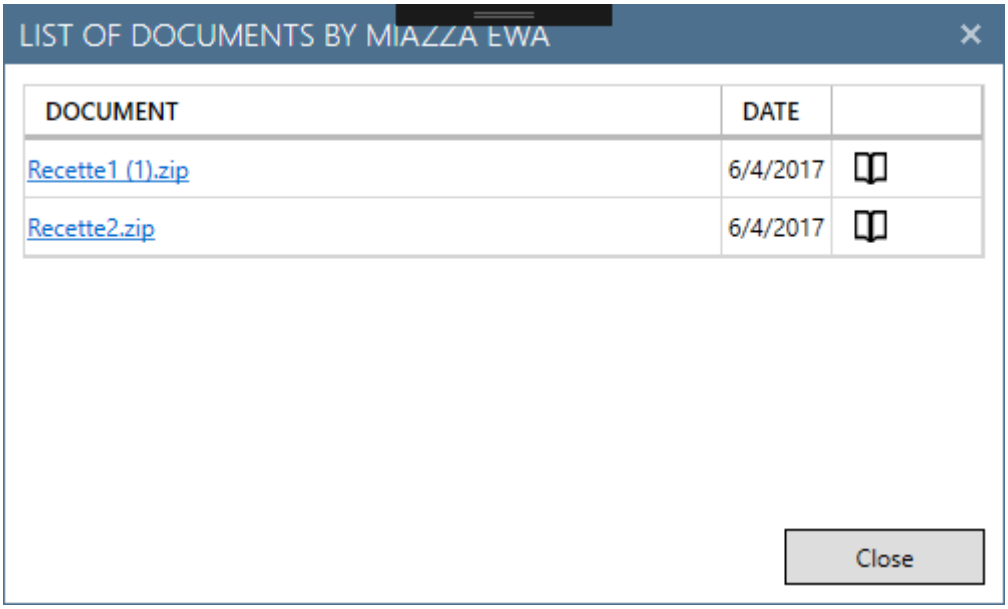
To start the search of passengers, simply click on the "**Search**" button. The list of passengers is reduced.

2.3.4 Consult the documents

By clicking the action button located at the end of the line of the passenger, opens a window where you can view his medical records.

This window contains the list of documents of the passenger with the following information: the name of the document and the date of receipt.

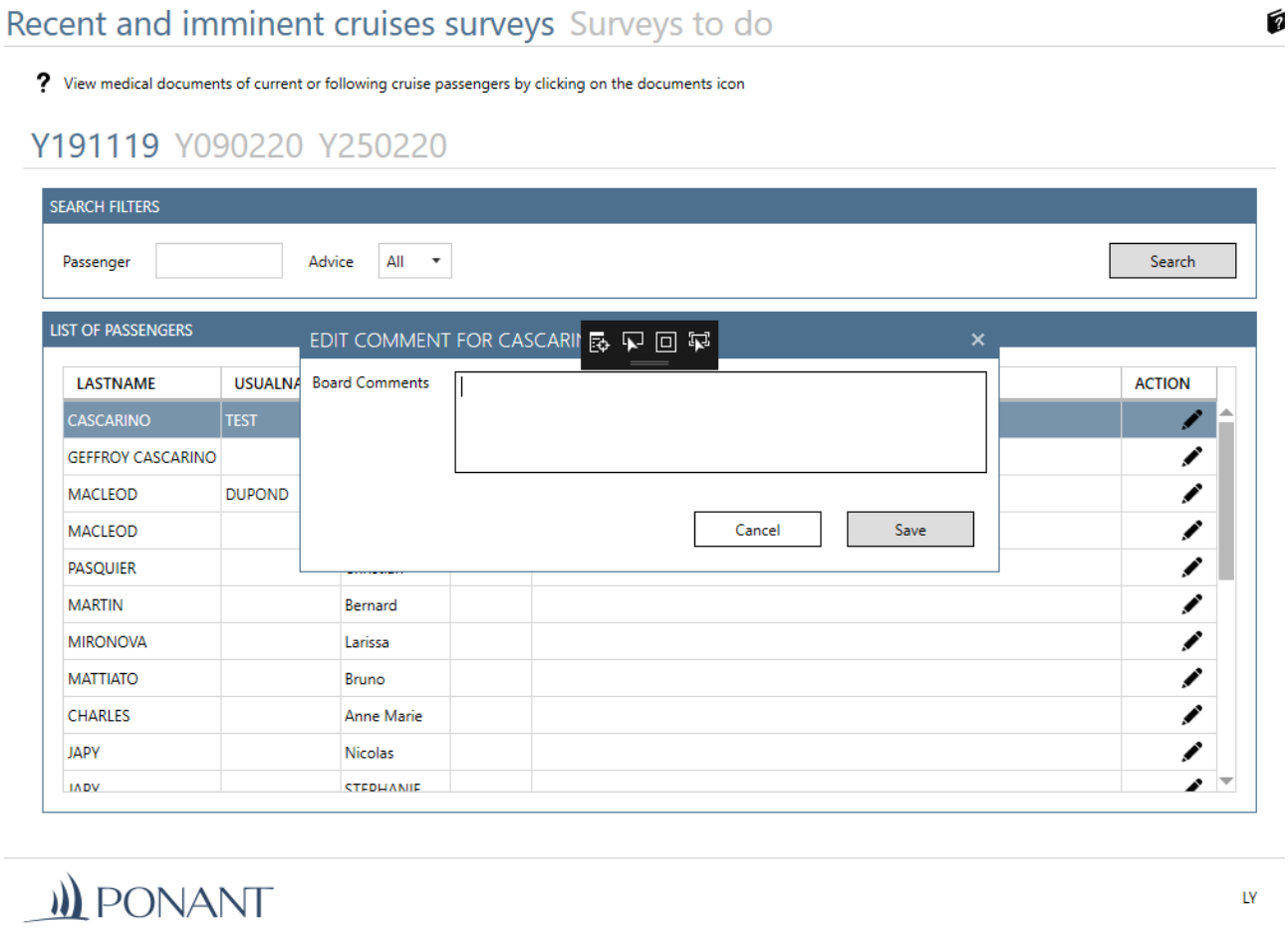
To view a document, must click on the link in the name of the document or click on the action button to present at the end of the line of the document. The document opens outside of the app with the software to view it.



To close the window, you can use the "**Close**" button or the cross in the top right.

2.3.5 Add a comment

In the "Action" field, the pencil allows the user to add a comment to each passenger.



2.4 Treat upcoming cruises questionnaires

This part allows to recover medical questionnaires in the upcoming cruise (all ship together) in order to give an opinion on each passenger. The notices are then sent on the Earth in the background.

2.4.1 Select a cruise

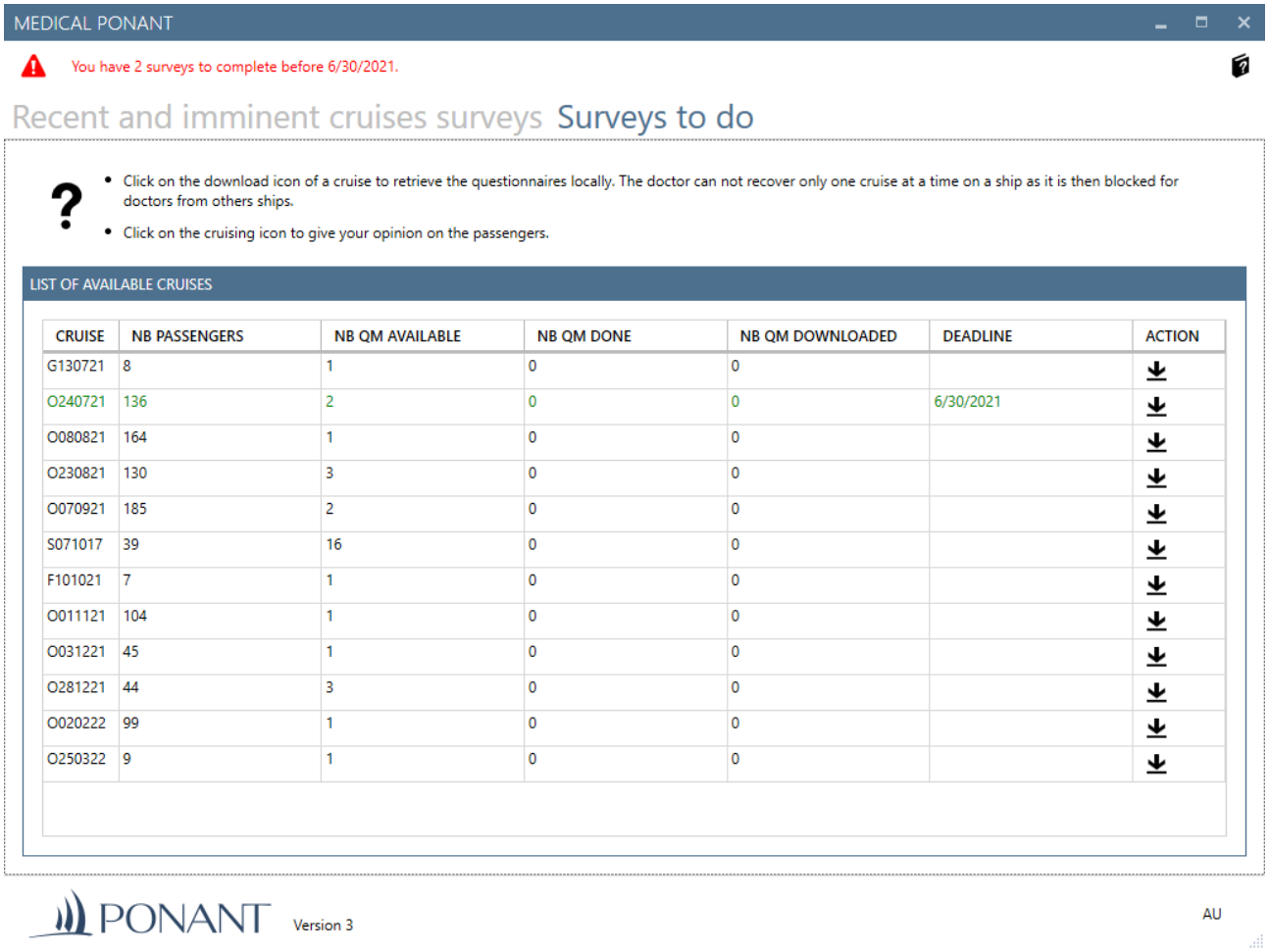
To select a cruise, see the table containing the cruises available to the treatment. This table contains the following information: the name of the cruise, the number of passengers, the number of available surveys, the number of questionnaires already processed and the number of questionnaires that are downloaded by the ship.

All the columns except the action column is sortable alphabetically ascending (a click) or descending (two clicks) by clicking on the column header. A sort direction arrow appears next to the title of the column.

Columns can also be moveable to allow the user to reposition them in the order they want. Beware, the new provision will not returned on the next launch of the application. It is only valid for the current session.

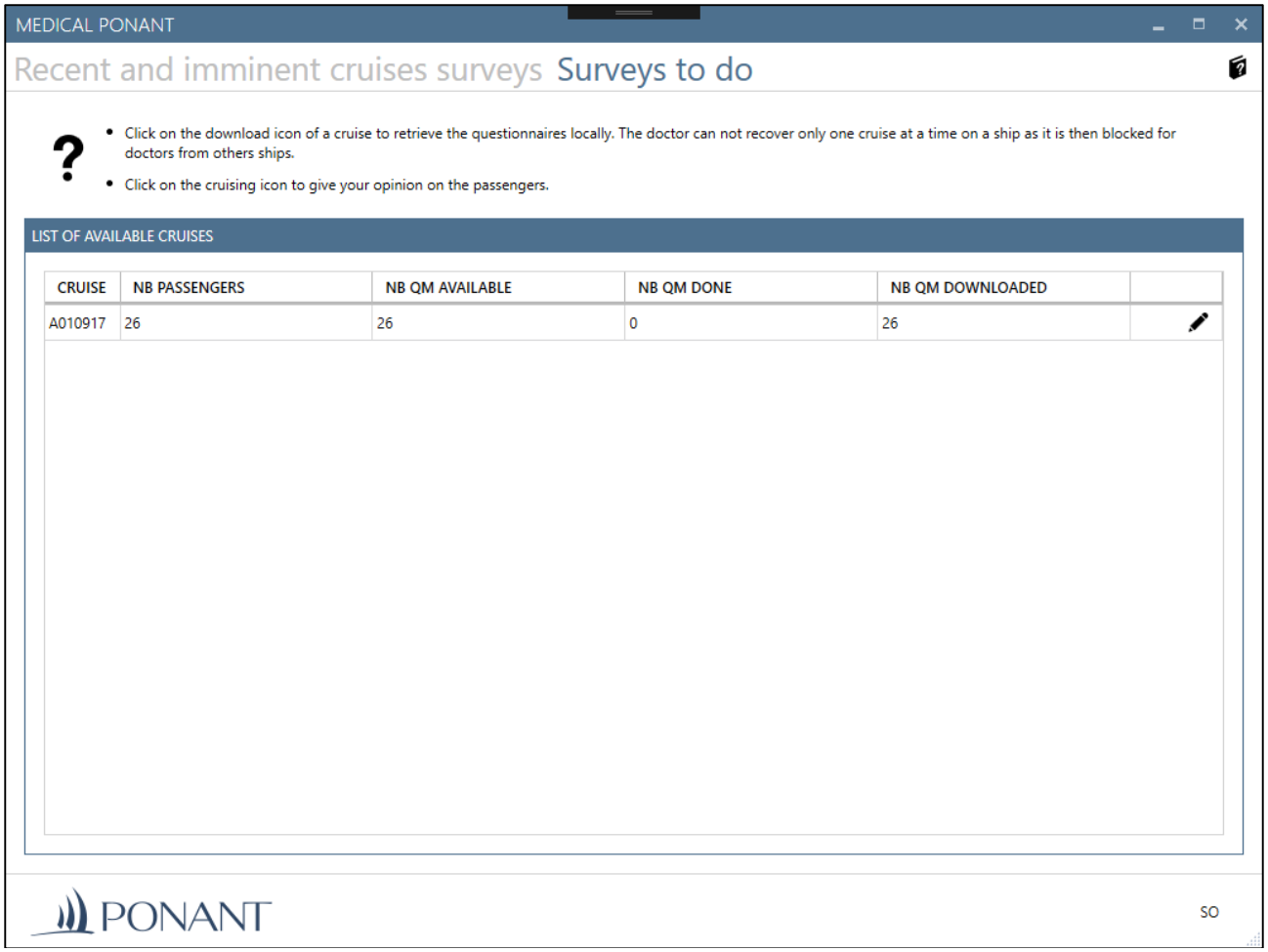
The doctor can download, and therefore block, than a cruise at the same time. To recover the passengers as well as their medical documents, click on the action button to the end of the cruise.

If cruises have been assigned to the ship, the corresponding row in the table is displayed in green with the deadline treatment information and a message appears at the top of the application.



A progress bar appears at the bottom of the screen to indicate the progress of the download to the doctor.

At the end of the download, a new action button appears to view the information of the cruise.



If the download is interrupted because of a lost connection, a window pops up request to the doctor if he wishes to resume the download, start working with the questionnaires already collected or cancel the cruise treatment. In the latter case, the cruise is made available for other ships.

2.4.2 Consult the passengers to deal with

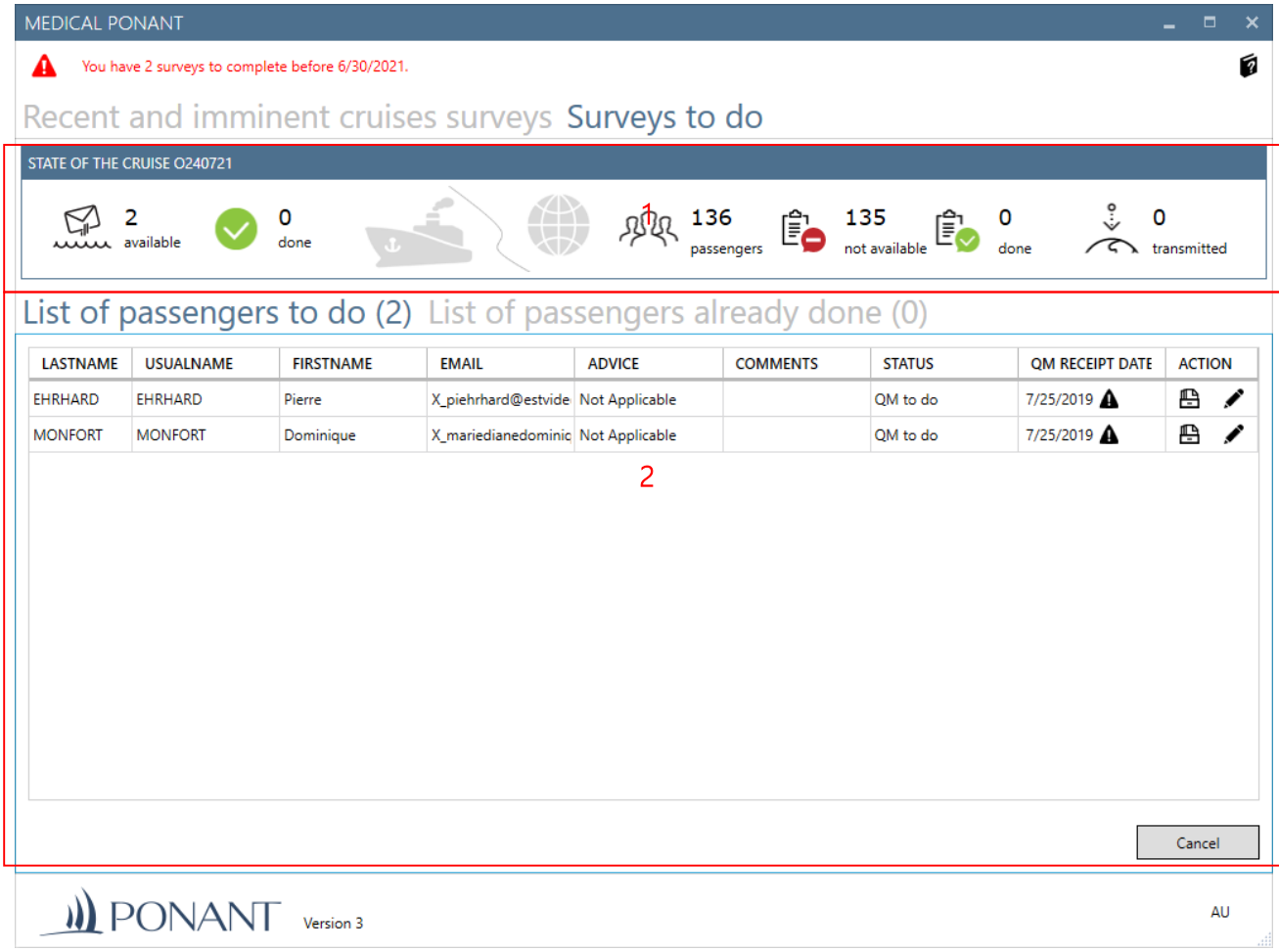
Use this form to view the indicators of progress on the cruise (zone 1) and the passenger information to process (zone 2).

Progress indicators display the following information:the number of available QM and the number of QM treated at board and the number of passengers in the cruise, the number of unavailable QM, the number of QM treated and the number of QM transmitted to earth.

The passenger information are displayed in the table with the following columns: name, surname, the doctor's advice, comments and status of the questionnaire.

All the columns except the action column is sortable alphabetically ascending (a click) or descending (two clicks) by clicking on the column header. A sort direction arrow appears next to the title of the column.

Columns can also be moveable to allow the user to reposition them in the order they want. Beware, the new provision will not returned on the next launch of the application. It is only valid for the current session.



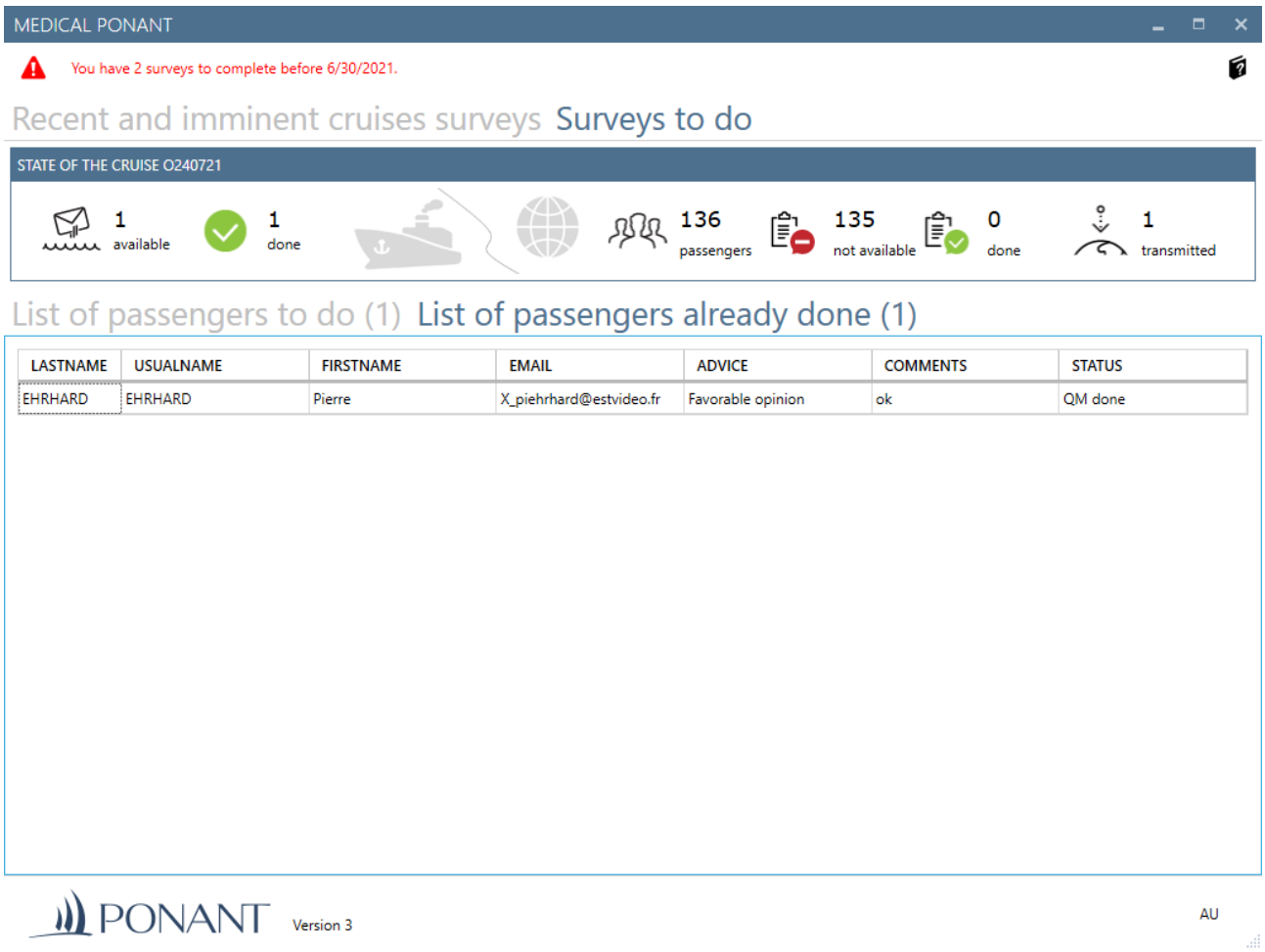
2.4.3 Consult the passengers already processed

The list of passengers already processed is obtained by clicking on the "List of passengers already done" submenu.

The passenger information are displayed in the table with the following columns: name, surname, the doctor's advice, comments and status of the questionnaire.

All the columns except the action column is sortable alphabetically ascending (a click) or descending (two clicks) by clicking on the column header. A sort direction arrow appears next to the title of the column.

Columns can also be moveable to allow the user to reposition them in the order they want. Beware, the new provision will not returned on the next launch of the application. It is only valid for the current session.

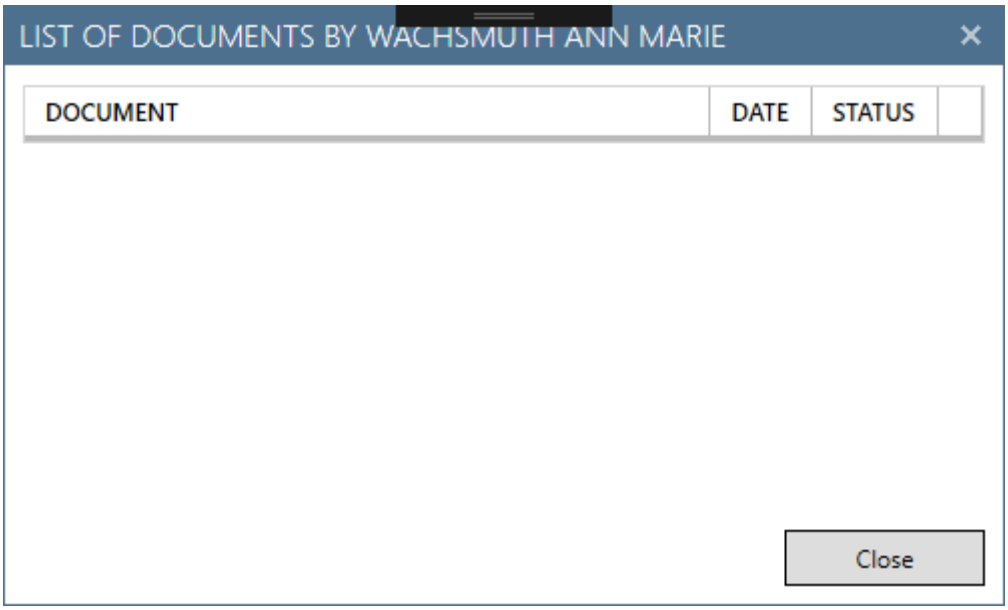


2.4.4 Consult the documents

By clicking the action button located at the end of the line of the passenger, opens a window where you can view his medical records.

This window contains the list of documents of the passenger with the following information: the name of the document, the date of receipt and its status (already read by the doctor or not).

To view a document, must click on the link in the name of the document or click on the action button displayed at the end of the line of the document. The document opens outside of the app with the software to view it.



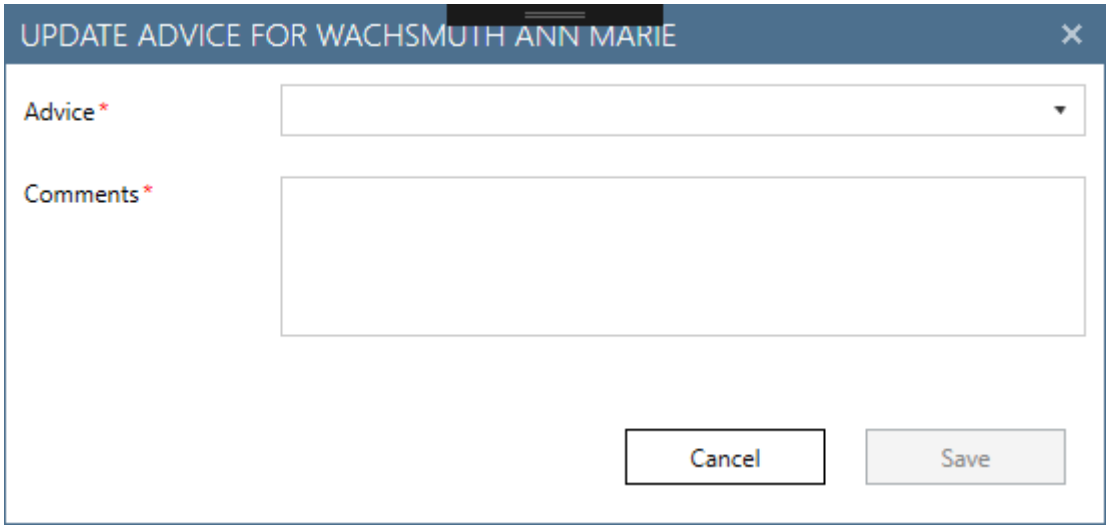
To close the window, you can use the "Close" button or the cross in the top right.

2.4.5 Detach a document

Detach a document, to the listing documents of the passenger window and click the action button at the end of the line of the document you want to detach the passenger. A confirmation window allows to validate the action.

2.4.6 Give an opinion

To give an opinion on a passenger, click the action button at the end of the line of the passenger which will open the following window:



According to the selected by the doctor, additional fields will appear to allow the doctor to specify his choice.

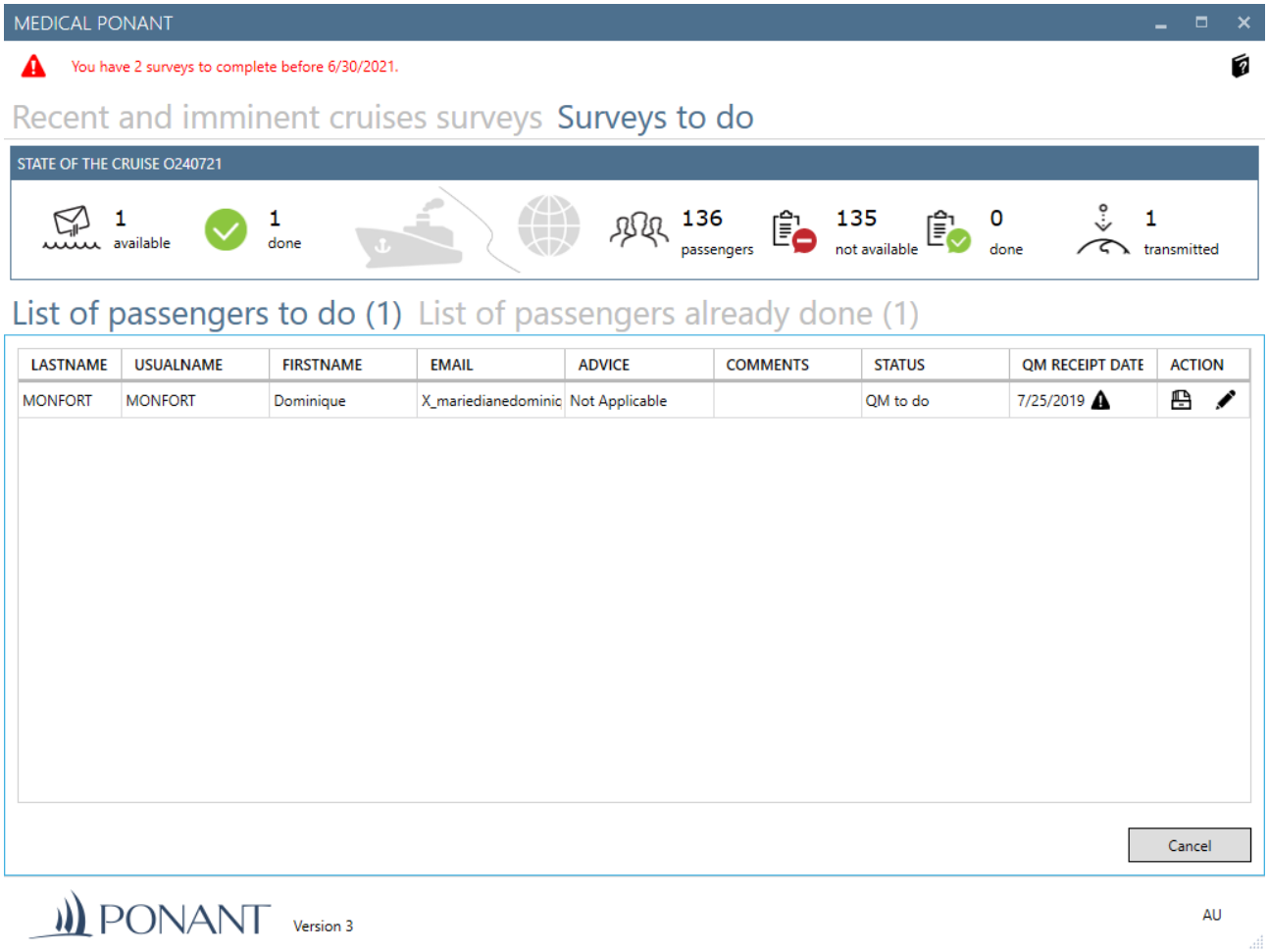
If the doctor makes a favorable opinion, he must only select the view drop-down list and enter a comment.

If the doctor makes a favorable opinion with restrictions, it must select the view drop-down list, specify the nature of these restrictions and enter a comment.

If the doctor does not have enough information to give an opinion, it will have to select the view drop-down list, specify the type of additional documents that they want to ask the passage and enter a comment.

If the doctor makes an unfavorable opinion, he must select the view drop-down list, specify the reasons for its opinion and enter a comment.

To save his opinion, the doctor must click on the "Save" button. After closing the window, the passage is moved into the list of already processed passengers and indicators of progress of the cruise are updated.



Use the "Cancel" button or the cross at the top right to close the window without adding mind.

2.4.7 Free a cruise

To free a cruise, click on the button "Cancel" at the bottom of the window of consultation of the cruise. A confirmation window to confirm the operation.

This action is intended to cancel extraction and thus blocking the cruise by the ship and make the cruise available so that other ships can treat it. The doctor may also download a new cruise since he returned to the list of cruises available to treatment.